<u>IN THE CLAIMS</u>:

Please cancel claims 23-25 without prejudice.

1-20.   (Canceled)

21.   (Previously Presented) A method for providing support to a user from a remote computer, the method comprising the steps of:

determining that a user has encountered a problem with a webpage currently being viewed by the user with a web browser;

dynamically displaying a widget on the webpage in response to determining that the user has encountered the problem with the webpage;

determining that the user has selected the widget;

activating, in response to determining that the user has selected the widget, a control module embedded in the web page and associated with the widget that is currently being viewed by the web browser, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser, the activating step comprising:

determining that at least one error associated with form information exists in at least one form field on the web page currently being viewed by the web browser; and

in response to the determining that the at least one error exists, automatically activating the control module without user intervention;

receiving, in response to the activating step, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web browser;

after the activation step and before the receiving step, sending a message from the control module to the remote computer to establish a connection between the control module and a support application executing on the remote computer;

executing, via the control module, the source code received from the remote computer;

reading and modifying, via the control module in response to the executing step, state information of the web browser as instructed by the source code, the state information of the web

browser including form information entered into at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to read the form information;

sending the form information that is read to the remote computer;

executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to replace information in at least one form field of the web page that is currently being viewed by the web browser; and

executing the source code so as to cause the web browser to view a different web page,

wherein if the state information is read by the control module, the at least one error is recoded, and data associated with the at least one error is sent to the remote computer, and

if the state information is modified by the control module, the form information associated with the at least one error is modified so that the form information is acceptable by the form field.

22.   (Previously Presented)   A computer readable tangible storage medium encoded with a program for providing support to a user from a remote computer, the program comprising instructions for execution by a processing circuit for performing the steps of:

determining that a user has encountered a problem with a webpage currently being viewed by the user with a web browser;

dynamically displaying a widget on the webpage in response to determining that the user has encountered the problem with the webpage;

determining that the user has selected the widget;

activating, in response to determining that the user has selected the widget, a control module embedded in the web page and associated with the widget that is currently being viewed by the web browser, the control module being embedded in the webpage by the web browser when the webpage is loaded into the browser;

receiving, in response to the activating step, source code from the remote computer, the source code including instructions directing the control module to perform at least one operation on the web browser;

after the activation step and before the receiving step, sending a message from the control module to the remote computer to establish a connection between the control module and a support application executing on the remote computer;

executing, via the control module, the source code received from the remote computer;

reading and modifying, via the control module in response to the executing step, state information of the web browser as instructed by the source code, the state information of the web browser including form information entered into at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to read the form information;

sending the form information that is read to the remote computer;

executing the source code so as to modify at least one form field of the web page that is currently being viewed by the web browser;

executing the source code so as to replace information in at least one form field of the web page that is currently being viewed by the web browser; and

executing the source code so as to cause the web browser to view a different web page.

23-25. (Canceled)